

PRIVACY STATEMENT CHIRON

When you are active on my website or contact me you sometimes share personal data with me. I handle these data with care and comply with the applicable laws and regulations. These laws concern the storage and use of your personal data.

In this privacy statement I will explain what information I collect from you and what I do with it. This privacy statement applies to all interaction between you and Chiron; the method of communication does not matter.

Chiron, located at Platolaan 77 in Zeist, is responsible for the processing of personal data as stated in this privacy statement. You can send questions or comments regarding your privacy to contact@caringforyourcanine.nl.

What is personal data?

All data that tells us something about you and can be used to identify you are personal data. Examples include your name, contact or address information and your Social Security Number (SSN). Some of this information such as ethnicity, religion or a criminal record are special category data.

Special Category Data

I do not collect special category data or personal data from persons under the age of 16.

When do I process your personal data?

1. To be able to help you if you have any questions.

I am happy to help you if you have a problem or a question for me. You can call me, email me, send me a message on Facebook or Instagram or fill out a form on the website. I may also receive your information through third parties in connection with my services. I store some of your information in order to be able to help you more efficiently. That way I know who you are and can also find out what we talked about when we connect at a later time.

If you have any questions for me I will save the following information:

- Name
- E-mail address
- Your message

Legal basis: legitimate interest.

2. To carry out an agreement, to be able to make appointments with you, to give you access to the online learning environment and to send you an evaluation form afterwards.

When you purchase services from me, you want to be supported well and receive what you have asked for. I store the following data for the execution of an agreement:

- Name, address, place of residence data.
- E-mail address
- Phone number
- The other (personal) data provided by you

Legal basis: fulfillment of the agreement.

3. To be able to bill & collect from you.

The services you have purchased must of course be paid for. If you do not do this I will start a collection process. In connection with billing & debt collection I store the following information from you:

- Name, address & place of residence
- E-mail address
- Phone number

Legal basis: legal obligation.

4. To keep you informed about changes in my services.

I would like to notify you of any changes to my services, terms and conditions, privacy policy or other important matters. If you agree to this I will use the following data to process you in my newsletter system:

- Name
- E-mail address

Legal basis: fulfilment of the agreement.

5. To send you my newsletters.

If you have indicated to me that you want to receive my newsletters I save the following data from you:

- Name
- E-mail address

Legal basis: permission.

6. For you to be able to register for online workshops, master classes and to be able to send you information regarding my online services.

If you have registered for a master class, course or online service I will send you additional information about it (dates, times, etc.). If you agree to this, I will save the following information about you:

- Name
- E-mail address

Legal basis: fulfilment of the agreement.

7. To be able to share your review on my website and/or social media.

If you have sent me a review, I will publish it on my website and/or social media channels. If you agree to this then I will store the following data from you:

- Name
- E-mail address

Legal basis: consent.

Cookies and similar techniques that I use

Chiron uses functional, analytical and tracking cookies. A cookie is a small text file that is stored on your computer, tablet or phone when you first visit a website. I use cookies with a purely technical functionality so that the website works as intended.

I also use analytical cookies such as Google Analytics to study the behavior of my visitors in order to improve my website. Last but not least, I also sometimes use tracking cookies (Facebook Pixel) so that I can offer you customized content and advertisements. These are for example advertisers and social media companies.

If I need your permission to install cookies I will ask you this during your first visit to my website. I will also refer you to my cookie statement. You can opt out of cookies by configuring your internet browser to stop saving cookies.

Sharing with partners

I work with various suppliers and partners to perform my services.

These suppliers & partners include parties that:

- Send my newsletters (Mailblue)
- Handle my payments & collections (PayPal, WooCommerce, Plug&Pay, iDeal, Mollie)
- Handle my web hosting & email (one.com)
- Provide my online learning environment (Bureau RAM)
- Handle my online meetings (Zoom)

I have processor agreements and/or non-disclosure agreements with sub-processors to ensure the security of your data. I only work with partners who can comply with the GTC laws.

Some of my partners are located outside the European Economic Area (the countries within the European Union, Liechtenstein, Norway and Iceland). Your data may be processed in America and/or other countries where these companies have their cloud storage and servers and/or backups.

I have taken appropriate measures with these partners which are contractually agreed via a Processor Agreement / Data Processing Addendum or via a model agreement from the

European Commission (click here). The stricter General Data Protection Regulation (GDPR) is often already signed and in place by most of them. This way I make sure that your data is well protected.

Transfer to third parties

In principle, I do not share or sell your data with individuals or organizations outside of Chiron, except with partners as described above. I may also be required to pass your data on the basis of a legal obligation.

Security of your data

Chiron has taken appropriate technical and organizational security measures to protect your personal data against misuse, unlawful or unauthorized use and loss.

All parties that process your data for me (sub-processors) or can see it (for example employees or hired workers) sign a data processing agreement or confidentiality agreement. These agreements and associated data are kept for as long as I work with these parties.

How long will your data be kept?

I use different storage periods for different data streams. Of course you always have the right to require me to delete your data. See also the heading "Your rights" for this.

Personal data:

I will remove your name, address details, phone number and e-mail 1 year after our last contact.

E-mail:

Email older than 1 year will be deleted unless they are still relevant to the performance of an agreement or resolution of a dispute.

Invoices and offers:

Invoices and offers can be deleted after the legal retention period of 7 years. Your data will remain in my billing system at least until then.

Newsletter:

You can remove your data from my newsletter system yourself at any time.

Your rights

You have the right to view, correct and delete your personal data. You also have the right to withdraw your permission for data processing or object to the processing of your personal data by Chiron. You also have the right to data portability. You can send a request for inspection, correction, deletion, data transfer of your personal data or a request to withdraw your consent or object to the processing of your personal data to contact@caringforyourcanine.nl.

To make sure that the request for inspection is made by you, I ask you to send a copy of your ID with the request. In this copy, black out your passport photo, MRZ (machine readable

zone, the strip of numbers at the bottom of the passport), passport number and Social Security Number (SSN). This is to protect your privacy.

If your request relates to a cookie, I ask that you send this along as well. I will respond to your request as soon as possible, but at the latest within four weeks. Chiron would also like to inform you that you have the possibility to file a complaint with the national supervisory authority, the Dutch Data Protection Authority.

Reporting a data breach

If, despite all precautionary measures, a data breach occurs, I will comply with the mandatory data breach notification and report this leak, if necessary, to the Dutch Data Protection Authority within 72 hours of its discovery. Should you discover a data leak then I kindly ask you to share this with me as soon as possible but at the latest within 24 hours after you discovered the leak by sending an email to contact@caringforyourcanine.nl. This will allow me to take immediate action.

Liability

This privacy statement relates only to the personal data that Chiron processes for the purposes of the items discussed in this agreement. Chiron does not accept any responsibility or liability for (the operation and/or content of) third-party websites or services.

Changes to this statement

The content of this privacy statement can be amended at any time by Chiron to respond to new developments regarding legislation or regulations or changes within my company. You can subscribe to my newsletter where I will keep you informed of any changes.

In any case, I advise you to consult my privacy statement regularly to stay informed about my privacy policy. By continuing to use the services of Chiron after changes, you agree to these changes.

Contact

Do you have any further questions or comments? Then please contact me by e-mail, contact@caringforyourcanine.nl or by mail:

Chiron
Attn.: Leida Visee
Platolaan 77
3707 GD Zeist

Chiron is registered with the Chamber of Commerce under number 30262632.

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